



DAVIDSON BERQUIST, ET AL.
DOCKET NO.: 2655-0036
Serial No. 09/575,677
REPLACEMENT SHEET 1 OF 21

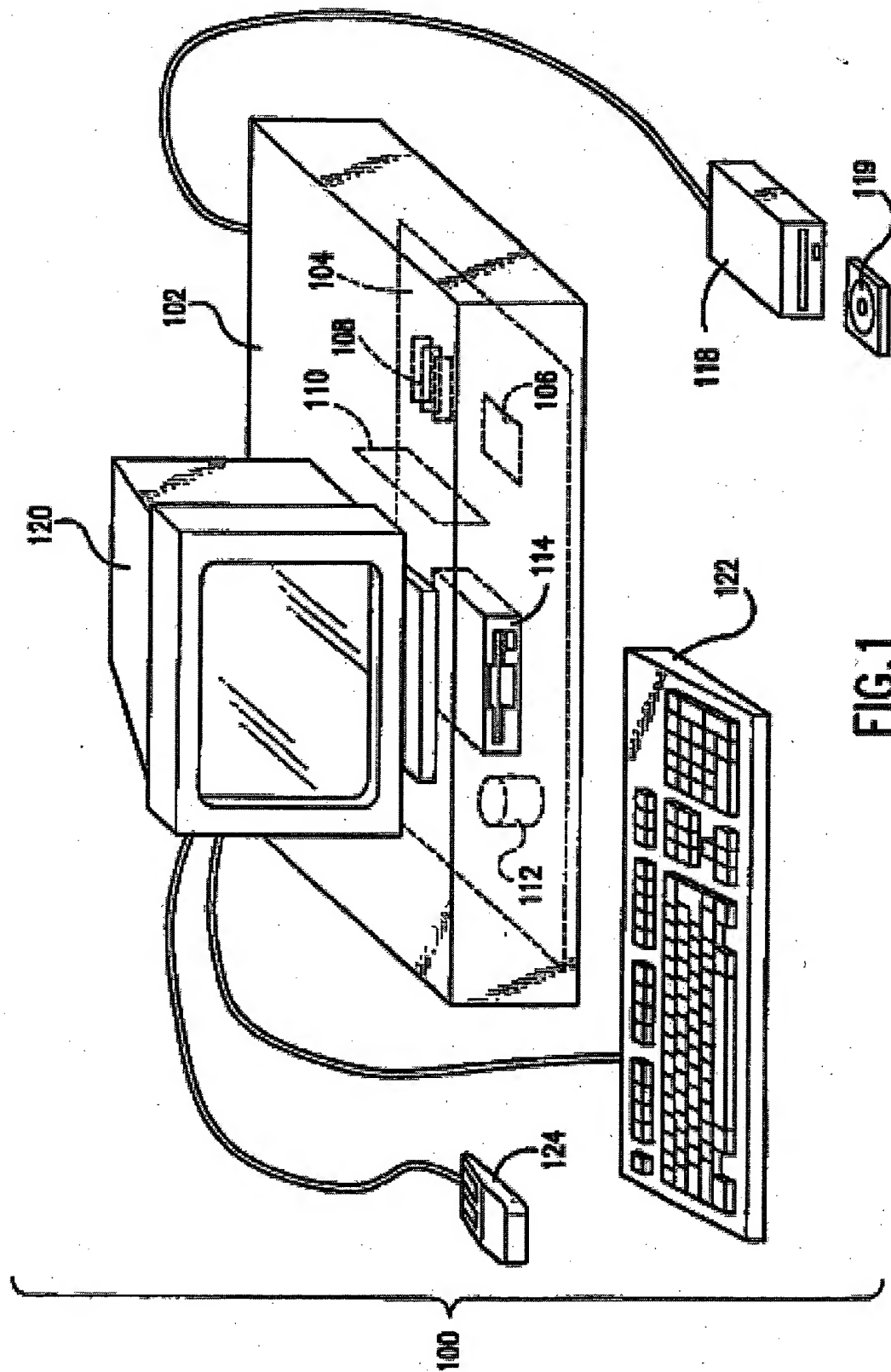


FIG. 1

Figure 2

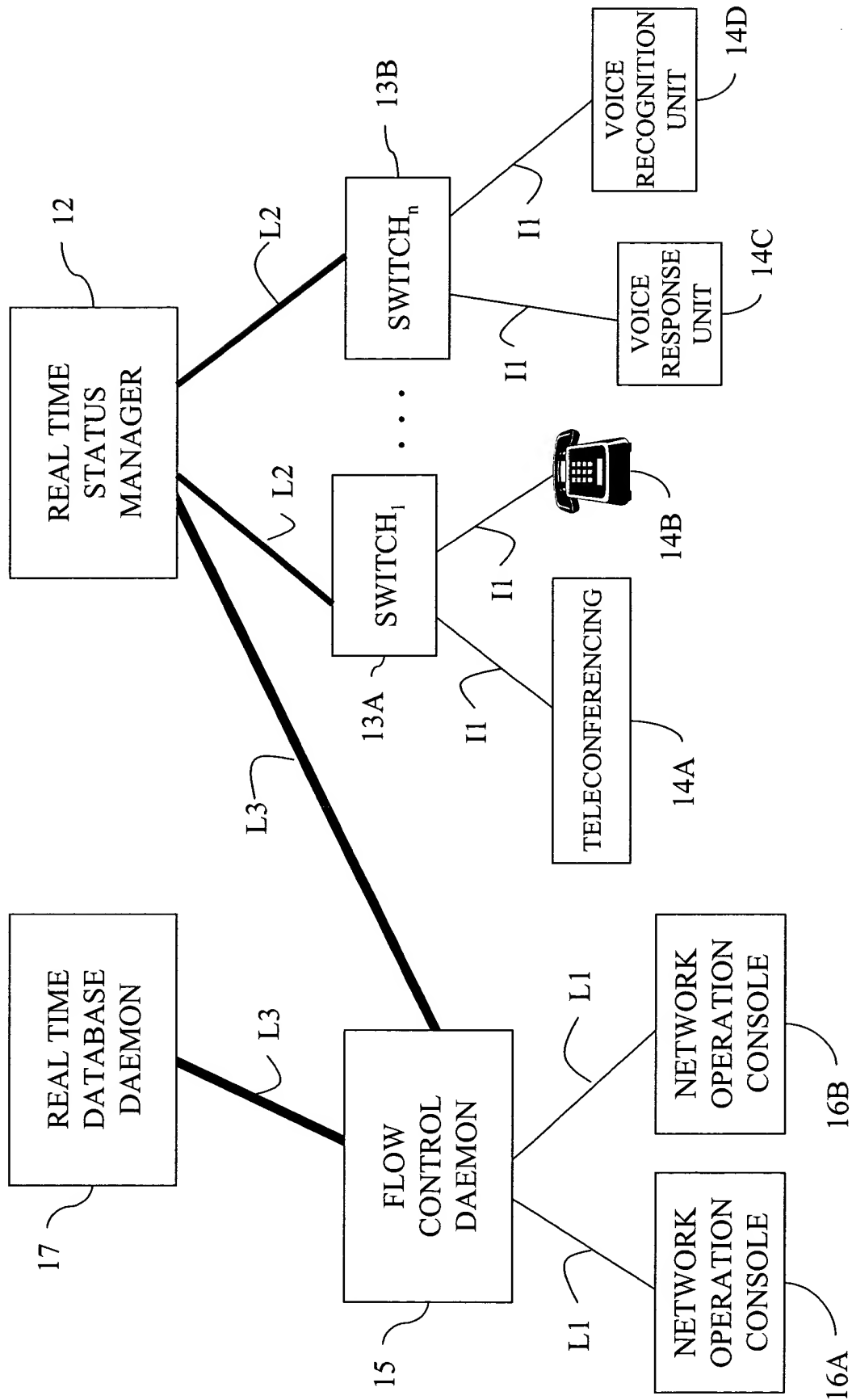
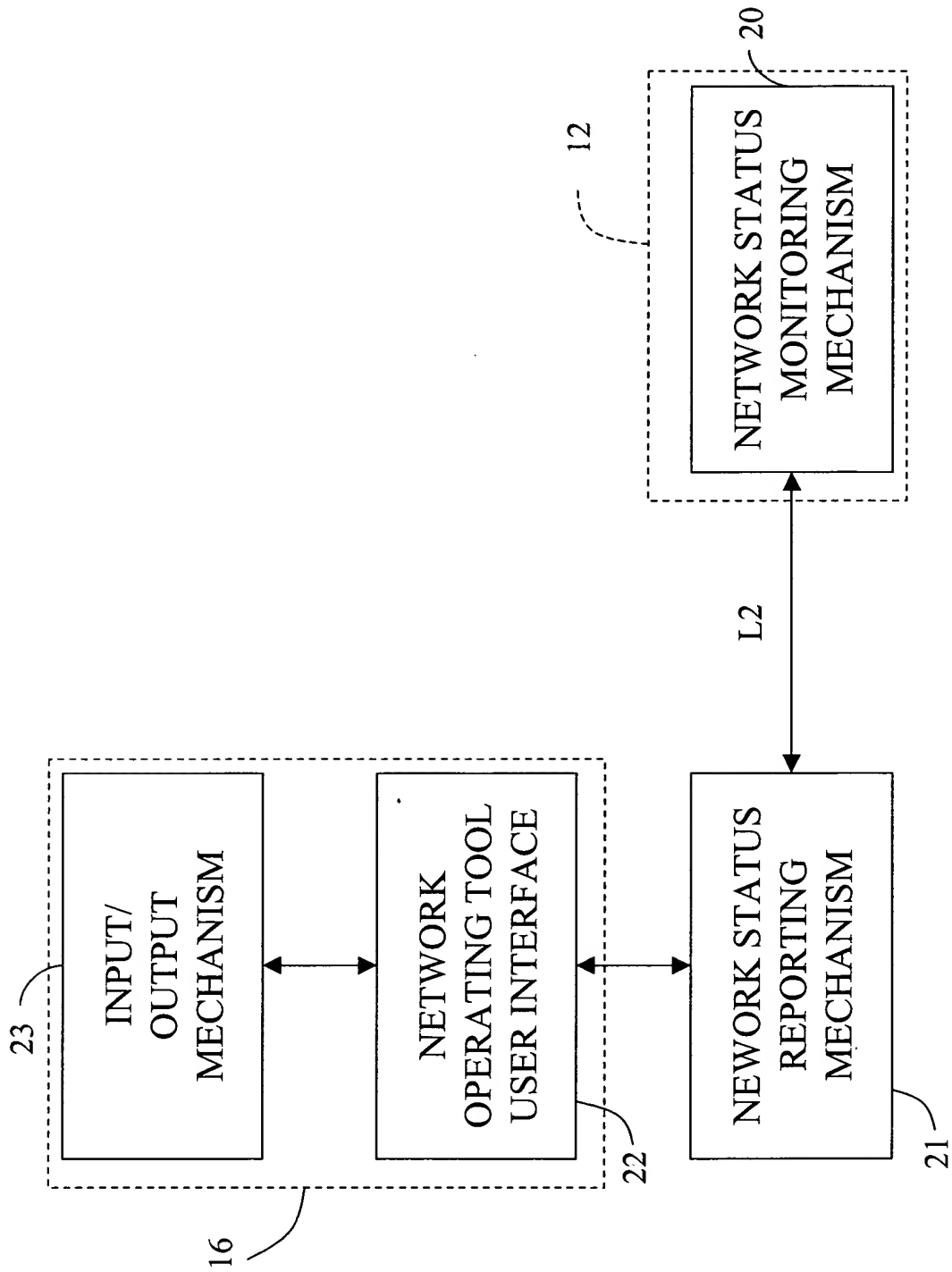


Figure 3



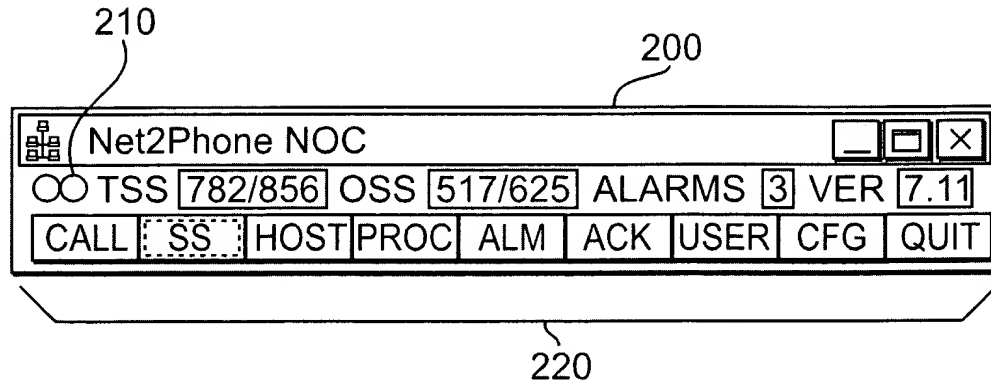


FIG. 4

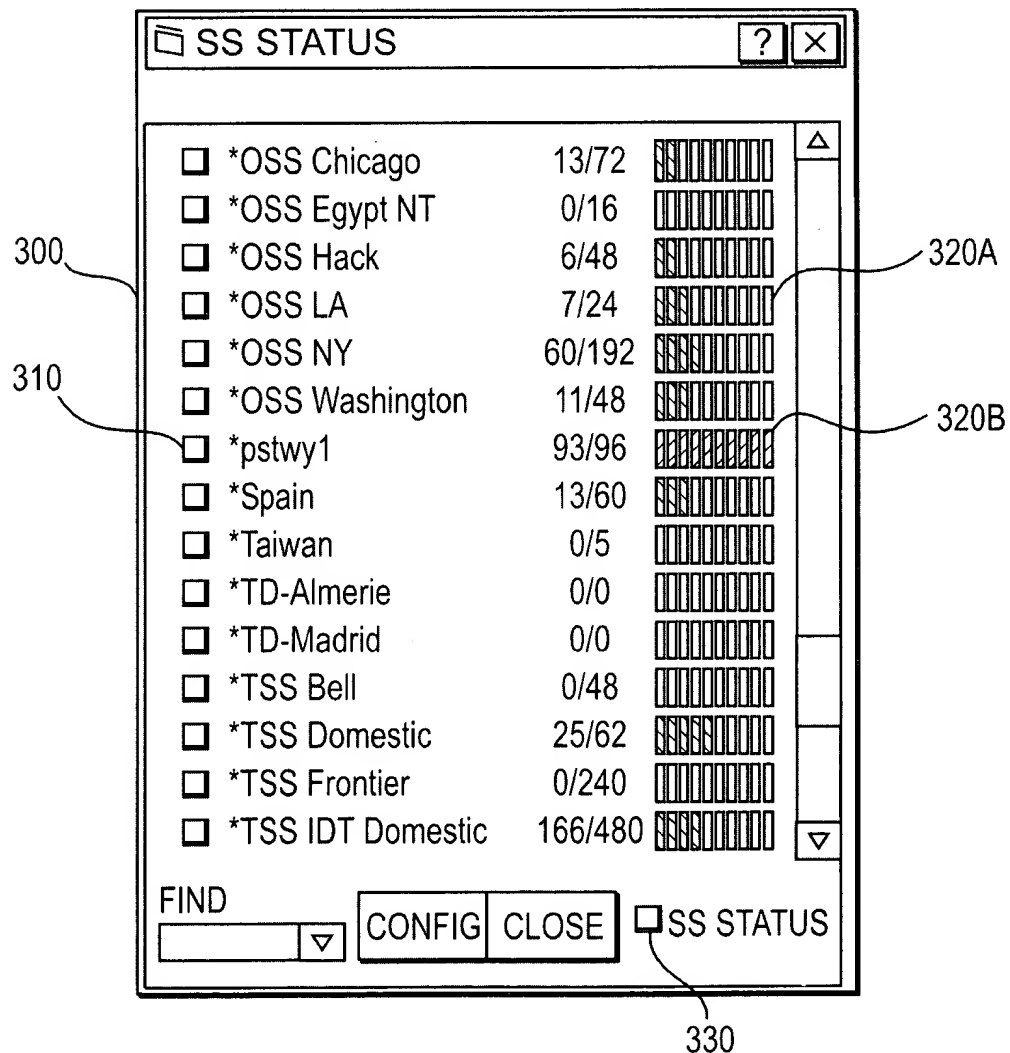


FIG. 5

SS STATUS
?
X

☐ *OSS Washington
☐ *pstwy1
☐ *Spain
☐ *Taiwan
☐ *TD-Almerie
☐ *TD-Madrid
☐ *TSS Bell
☐ *TSS Domestic
☐ *TSS Frontier
☒ *TSS IDT Domestic
☐ *TSS IDT Int
☐ *TSS IDT L+H
☐ *TSS Korea
☐ *TSS LCI
☐ *TSS LDDS

9/48
92/96
14/60
0/5
0/0
0/0
0/48
27/62
0/240
173/480
300/504
5/24
12/96
0/192
0/288

PT1

T1

PT2

T1

PT3

T1

PT4

T1

PT5

T1

PT6

T1

PT7

T1

PT8

T1

PT29

T1

PT30

T1

PT31

T1

PT32

T1

PT33

T1

PT34

T1

PT35

T1

SS STATUS

CONFIG

CLOSE

FIND

☒ SS STATUS

☒ GROUPS

SS STATUS
?
X

☐ *OSS Washington
☐ *pstwy1
☐ *Spain
☐ *Taiwan
☐ *TD-Almerie
☐ *TD-Madrid
☐ *TSS Bell
☐ *TSS Domestic
☐ *TSS Frontier
☒ *TSS IDT Domestic
☐ *TSS IDT Int
☐ *TSS IDT L+H
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☐ *TSS LCI
☐ *TSS LDDS

9/48
92/96
14/60
0/5
0/0
0/0
0/48
27/62
0/240
173/480
300/504
5/24
12/96
0/192
0/288

PT1

T1

PT2

T1

PT3

T1

PT4

T1

PT5

T1

PT6

T1

PT7

T1

PT8

T1

PT29

T1

PT30

T1

PT31

T1

PT32

T1

PT33

T1

PT34

T1

PT35

T1

SS STATUS

CONFIG

CLOSE
















FIND

☒ SS STATUS

☒ GROUPS

FIG. 6A
















SS STATUS
?
X

<input type="checkbox"/> *OSS Washington	9/48	
<input type="checkbox"/> *pstwy1	92/96	
<input type="checkbox"/> *Spain	14/60	
<input type="checkbox"/> *Taiwan	0/5	
<input type="checkbox"/> *TD-Almerie	0/0	
<input type="checkbox"/> *TD-Madrid	0/0	
<input type="checkbox"/> *TSS Bell	0/48	
<input type="checkbox"/> *TSS Domestic	27/62	
<input type="checkbox"/> *TSS Frontier	0/240	
<input checked="" type="checkbox"/> *TSS IDT Domestic	173/480	
<input type="checkbox"/> *TSS IDT Int	300/504	
<input type="checkbox"/> *TSS IDT L+H	5/24	
<input type="checkbox"/> *TSS Korea	12/96	
<input type="checkbox"/> *TSS LCI	0/192	
<input type="checkbox"/> *TSS LDDS	0/288	

FIND

☒ SS STATUS

T1 PROPERTIES
OC1
?
X

<input type="checkbox"/> PT1	T1	
<input type="checkbox"/> PT2	T1	
<input type="checkbox"/> PT3	T1	
<input type="checkbox"/> PT4	T1	
<input type="checkbox"/> PT5	T1	
<input type="checkbox"/> PT6	T1	
<input type="checkbox"/> PT7	T1	
<input type="checkbox"/> PT8	T1	
<input type="checkbox"/> PT29	T1	
<input type="checkbox"/> PT30	T1	
<input type="checkbox"/> PT31	T1	
<input type="checkbox"/> PT32	T1	
<input type="checkbox"/> PT33	T1	
<input type="checkbox"/> PT34	T1	
<input type="checkbox"/> PT35	T1	

H/Carrier Boston - idt - 13-brd-dpp-0092 - Boston Carrier shelf "slot"

FIG. 6B

500

NET2PHONE: RTDB STATUS

FILE SORT

ACCOUNT	DN	CALLID	STE	TIME	HOST:CHAN	REASON	VERSION	SW/PC
41555405	2264583	406814	TALK	16:21:03	1@pt1:1			000/000
61244754	3675150	387129	TALK	16:23:00	1@pt1:3			000/000
84796317	5688707	406726	TALK	16:20:18	1@pt1:4			000/000
31065214	8318509	407664	DIAL	16:26:25	1@pt1:5			000/000
89580047	8231116	387367	TALK	16:23:47	1@pt1:6			000/000
92546032	8548942	384787	TALK	16:17:25	1@pt1:7			000/000
71864275	3853901	407618	TALK	16:26:17	1@pt1:8			000/000
70453191	6956231	384343	TALK	16:16:20	1@pt1:9			000/000
01822748	9841904	383263	TALK	16:13:44	1@pt1:10			000/000
21267551	2381770	405518	TALK	16:12:12	1@pt1:12			000/000
20262513	5952195	387941	TALK	16:25:04	1@pt1:13			000/000
85253834	4770230	388433	TALK	16:26:29	1@pt1:14			000/000
39165217	3417966	387509	TALK	16:24:08	1@pt1:16			000/000
73008682	5167556	387323	TALK	16:23:40	1@pt1:17			000/000
spc2.16.	6490965	407680	DIAL	16:26:27	1@pt1:18			000/000
40590118	8784244	407702	TALK	16:26:53	1@pt1:19			000/000

CALL INFO:

HANGUP

UNLOCK

MESSAGE

CLEAR EOC

16:26:55

STATISTICS

TALK: 19

DIAL: 4

INIT: 0

EOC: 0

CLEAR EOC

☐ MANUAL

☒ 30 SECONDS

☐ 1 MINUTE

☐ 5 MINUTES

CLOSE

FIG. 7

RTDB: REGISTRATION	
ACCOUNT:	
CUSTOMER ID:	
BALANCE:	\$25.01
PIN:	9076
GROUP:	OTHER
SFLAGS:	0
STATUS:	0
FIRST:	
LAST:	
COMPANY:	
ADDRESS 1:	
ADDRESS 2:	
CITY:	EAGAN
STATE:	MN
COUNTRY:	US
ZIP:	
PHONE:	
EMAIL:	@
SOURCE:	
REGISTRATION DATE:	9/17/98 1:52:35 PM
LAST UPDATE:	9/18/98 6:06:09 PM
EXPIRATION DATE:	NA
REGISTRATION IP:	
CLOSE	

RTDB: CALL DETAIL	
ACCT:	
DN:	
CALL_ID:	98383677
STATE:	TALK
SS_HOST:	SS.1@PT17
CHANNEL:	6
IP_ADDR:	169:
TCP_PORT:	5008
TIME_LEFT:	01:04:00
INIT_TIME:	3/23/99 4:14:26 pm
DIAL_TIME:	3/23/99 4:14:34 pm
SOC_TIME:	3/23/99 4:14:51 pm
EOC_TIME:	NA
EOC_REASON:	UNK
ELAPSED_TIME:	00:09:14
VERSION:	P2P/21
CLOSE	

FIG. 8

N2P PROCESSES		MACHINE	PROCESS	STATE	PID
AP2	mcd	active	12217		
AP2	misrecv	active	7769		
AP2	n2pd	active	20125		
AP2	rgmain	active	10197		
AP2	rmgr	active	24986		
AP2	rtdb	active	8980		
AP3	acctd	active	7073		
AP3	am	active	5201		
AP3	amlocal	active	5202		
AP3	cdrd	active	5211		
AP3	doorman	active	5204		
AP3	frontend	active	10315		
AP3	mcd	active	8090		
AP3	misrecv	active	18653		
AP3	n2pd	active	24229		

START

STOP

BOUNCE

SIGTERM

SIGKILL

SIGABRT

CLOSE

FIG. 10

FIG. 11

USERS			X
NAME	IP ADDRESS	VERSION	
santo	169.132.4.78	7.12	Δ
ed	169.132.4.69	7.12	
naray	203.248.128.82	6.11	
eli	169.132.65.136	7.13	
nfarah	169.132.185.209	7.12	
nabdul	169.132.185.89	7.06	
andrian	169.132.4.67	7.12	
geretz	169.132.65.131	7.09	
ppiel	169.132.185.46	7.06	▽
			CLOSE

FIG. 12

Figure 13

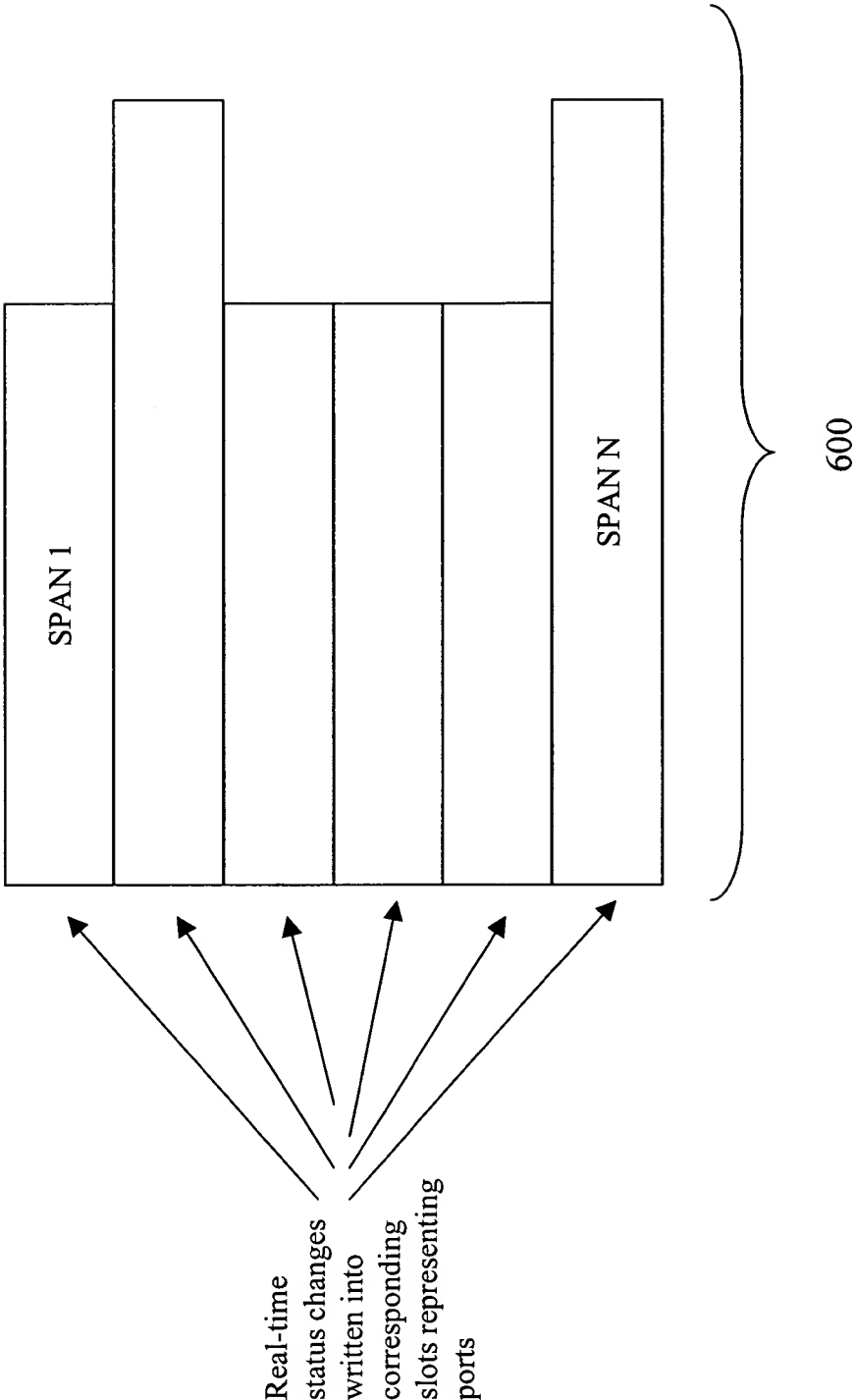
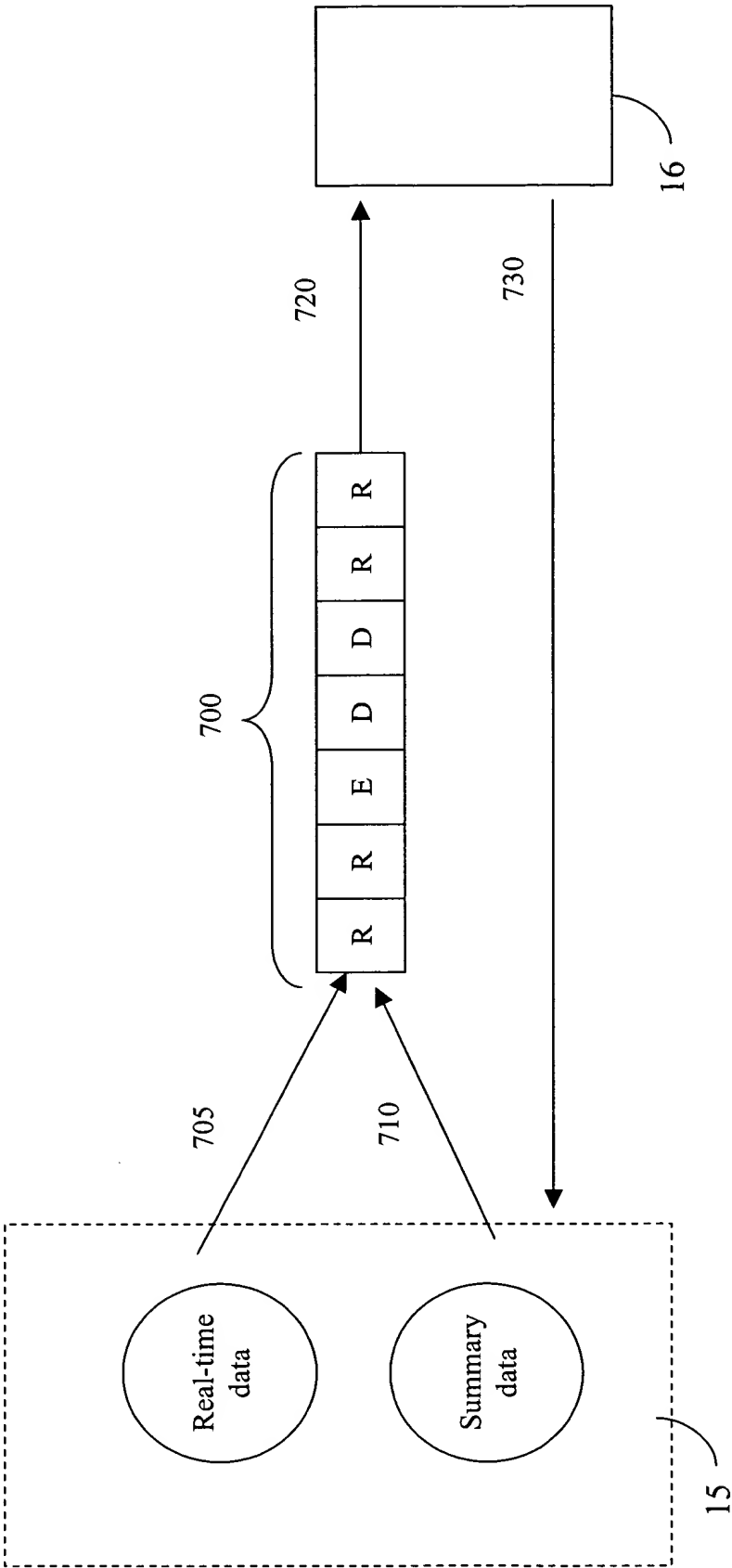


Figure 14



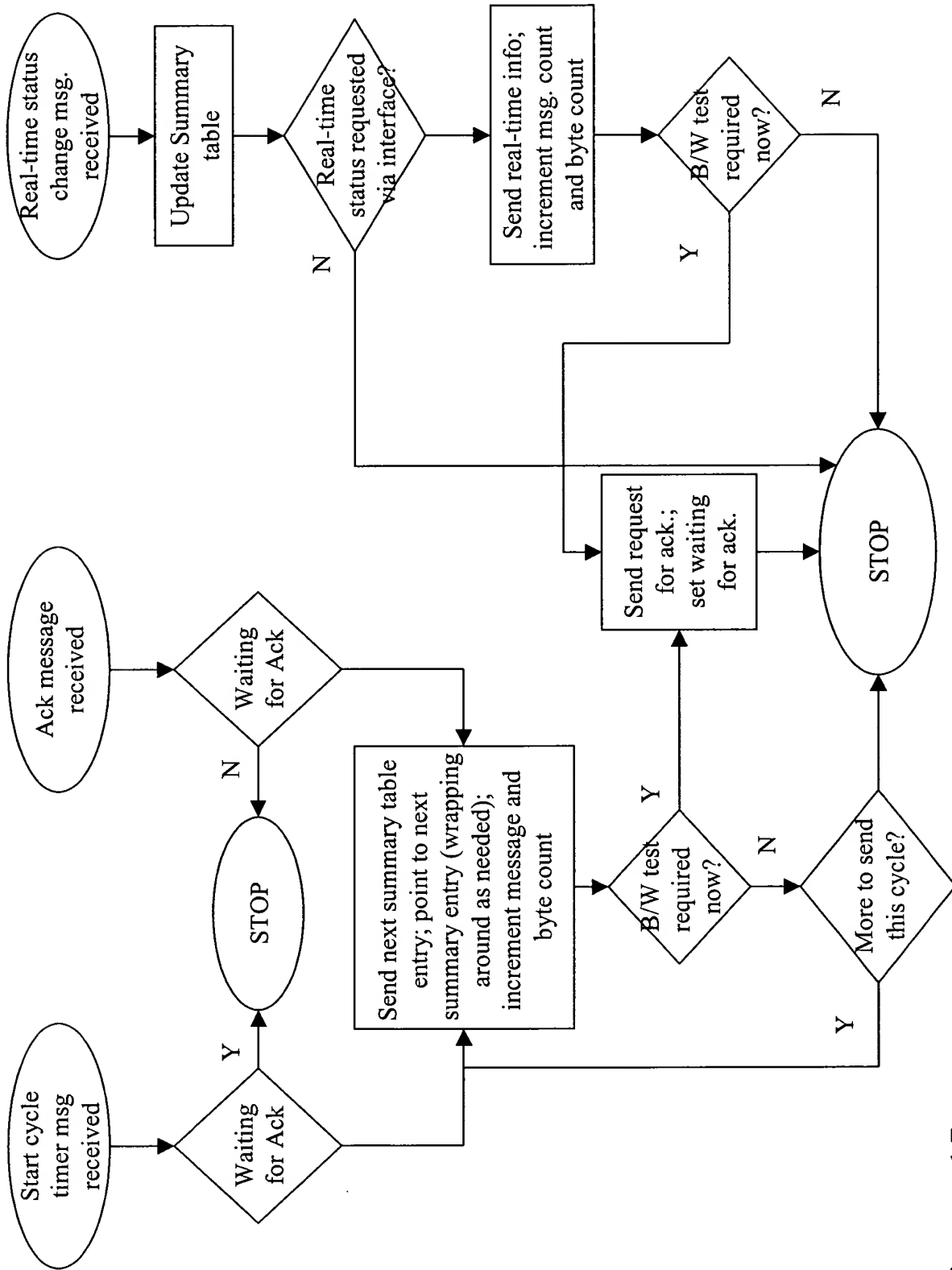


Figure 15

Figure 16

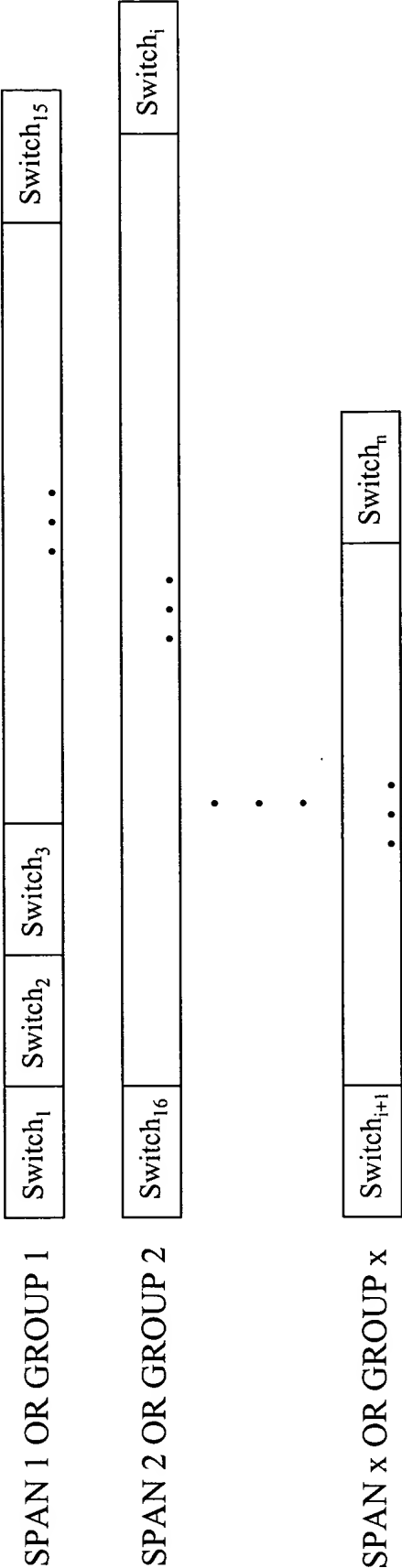


Figure 17

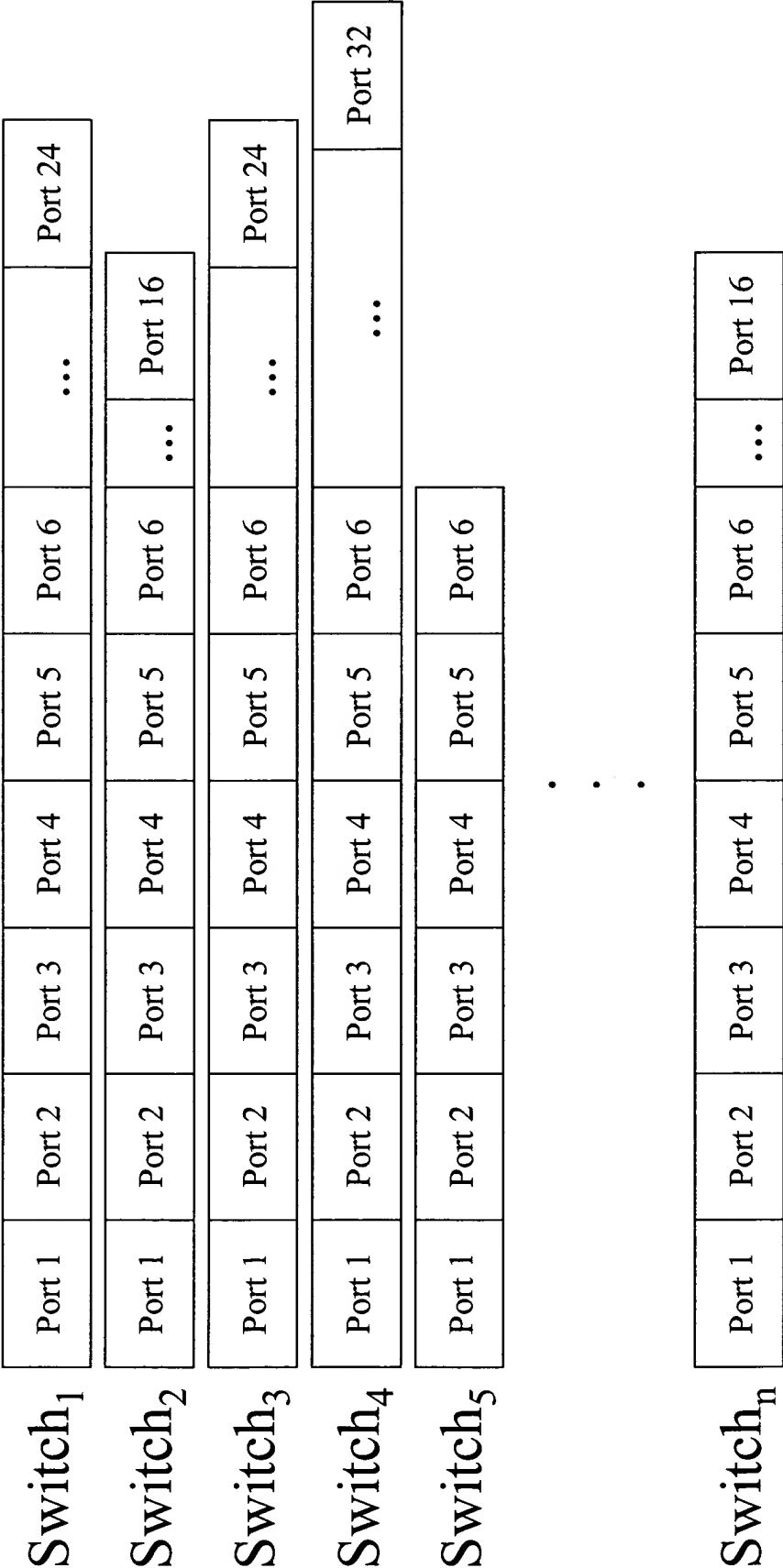
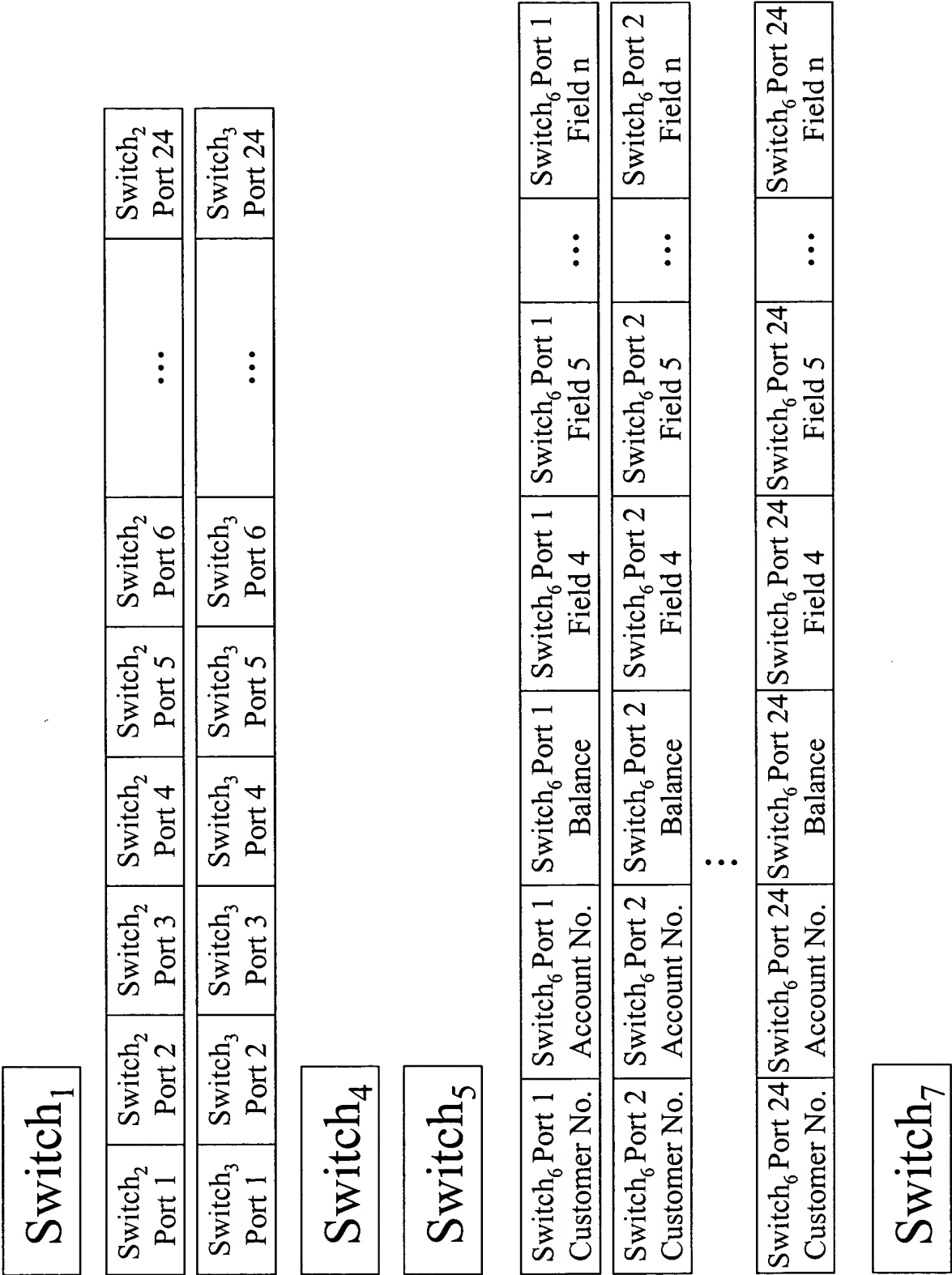


Figure 18

Switch ₁ Port 1	<table><tr><td>Customer Number</td><td>Account Number</td><td>Balance</td><td>Field 4</td><td>Field 5</td><td>...</td><td>Field n</td></tr></table>	Customer Number	Account Number	Balance	Field 4	Field 5	...	Field n
Customer Number	Account Number	Balance	Field 4	Field 5	...	Field n		
Switch ₁ Port 2	<table><tr><td>Customer Number</td><td>Account Number</td><td>Balance</td><td>Field 4</td><td>Field 5</td><td>...</td><td>Field n</td></tr></table>	Customer Number	Account Number	Balance	Field 4	Field 5	...	Field n
Customer Number	Account Number	Balance	Field 4	Field 5	...	Field n		
Switch ₁ Port 3	<table><tr><td>Customer Number</td><td>Account Number</td><td>Balance</td><td>Field 4</td><td>Field 5</td><td>...</td><td>Field n</td></tr></table>	Customer Number	Account Number	Balance	Field 4	Field 5	...	Field n
Customer Number	Account Number	Balance	Field 4	Field 5	...	Field n		
	⋮							
Switch ₁ Port 24	<table><tr><td>Customer Number</td><td>Account Number</td><td>Balance</td><td>Field 4</td><td>Field 5</td><td>...</td><td>Field n</td></tr></table>	Customer Number	Account Number	Balance	Field 4	Field 5	...	Field n
Customer Number	Account Number	Balance	Field 4	Field 5	...	Field n		
	⋮							
Switch _n Port 1	<table><tr><td>Customer Number</td><td>Account Number</td><td>Balance</td><td>Field 4</td><td>Field 5</td><td>...</td><td>Field n</td></tr></table>	Customer Number	Account Number	Balance	Field 4	Field 5	...	Field n
Customer Number	Account Number	Balance	Field 4	Field 5	...	Field n		
Switch _n Port 2	<table><tr><td>Customer Number</td><td>Account Number</td><td>Balance</td><td>Field 4</td><td>Field 5</td><td>...</td><td>Field n</td></tr></table>	Customer Number	Account Number	Balance	Field 4	Field 5	...	Field n
Customer Number	Account Number	Balance	Field 4	Field 5	...	Field n		
Switch _n Port 3	<table><tr><td>Customer Number</td><td>Account Number</td><td>Balance</td><td>Field 4</td><td>Field 5</td><td>...</td><td>Field n</td></tr></table>	Customer Number	Account Number	Balance	Field 4	Field 5	...	Field n
Customer Number	Account Number	Balance	Field 4	Field 5	...	Field n		
	⋮							
Switch _n Port 16	<table><tr><td>Customer Number</td><td>Account Number</td><td>Balance</td><td>Field 4</td><td>Field 5</td><td>...</td><td>Field n</td></tr></table>	Customer Number	Account Number	Balance	Field 4	Field 5	...	Field n
Customer Number	Account Number	Balance	Field 4	Field 5	...	Field n		

Figure 19



CALLS		FILE ACTIONS		SERVICE ACCOUNT TYPE						
CUSTOMER	1143325	GROUP ID		ALL CUSTOMER CALLS	111996					
FIRST NAME	JEFF	LAST NAME		732	DC					
				732	N2P					
START DATE	04/04/99	END DATE	05/05/99							
DATE	TIME	DUR	COST	ACCESS#	ANI	TELNO	CONN	SUR	VE...	ID
05/03/99	09:42 pm	00:01:28	\$0.50	88853	007329	2329	Yes	No	dc/21	10943
05/03/99	09:32 pm	00:09:37	\$2.50	88853	007329	0436	Yes	No	dc/21	10942
04/29/99	08:38 pm	00:00:16	\$0.25	88853	007329	0436	Yes	No	dc/21	85619
04/29/99	05:13 pm	00:02:26	\$0.75	88853	007329	4437	Yes	No	dc/21	85551
04/29/99	05:12 pm	00:00:50	\$0.25	88853	007329	4433	Yes	No	dc/21	85550
04/29/99	04:36 pm	00:34:38	\$8.75	88853	007329	2322	Yes	No	dc/21	85536
04/29/99	04:13 pm	00:00:05	\$0.25	88853	007329	4497	Yes	No	dc/21	10833
04/29/99	04:12 pm	00:00:26	\$0.25	88853	007329	2322	Yes	No	dc/21	10833
04/29/99	02:55 pm	00:00:36	\$0.25	88853	007329	2322	Yes	No	dc/21	10832
04/28/99	09:29 pm	00:10:50	\$2.75	88853	007329	1402	Yes	No	dc/21	85149
04/27/99	10:10 pm	00:20:42	\$5.25	88853	007329	1402	Yes	No	dc/21	10797
04/27/99	10:03 pm	00:00:01	\$0.25	88853	007329	1402	Yes	No	dc/21	10796
04/26/99	09:33 pm	00:08:41	\$2.25	88853	007329	1402	Yes	No	dc/21	10732
04/25/99	07:31 pm	00:19:23	\$5.00	88853	007329	1402	Yes	No	dc/21	84421
04/25/99	11:11 am	00:11:03	\$3.00	88853	007329	1402	Yes	No	dc/21	84119
04/24/99	10:13 pm	00:04:16	\$1.25	88853	007329	1402	Yes	No	dc/21	83872
TOTAL COST										\$61.40
30 CALLS FOUND 5:55:13 PM										

FIG. 20A

	<p>ADDRESS HTTPS://WWW.NET2PHONE.COM</p> <hr/> <p>▶HOME ▶PRODUCT INFO ▶HELP? ▶MY ACCOUNT ▶RATES ▶NEWS ▶BUSINESS OPPS ▶NAVIGATE ▶CONTACT US</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;">USE NET2PHONE® TO CALL ANY PHONE IN THE WORLD FROM YOUR PC</p> <p style="text-align: center;">NET2PHONE® THE ONLINE PHONE COMPANY.SM</p> </div> <p>▶CHARGE NOW ▶PAYMENT METHODS ▶MY ACCOUNT HOME ▶CALL HISTORY ▶BILLING HISTORY ▶ACCOUNT SUMMARY ▶HELP ▶LOG OUT OF MY ACCOUNT</p>	<p>CALL DETAIL</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Account:</td> <td>5403-6886-7406</td> </tr> <tr> <td>Total Calls:</td> <td>14</td> </tr> <tr> <td>Total Minutes:</td> <td>19</td> </tr> <tr> <td>Total Amount:</td> <td>\$2.96</td> </tr> </table> <div style="margin-top: 20px;"> <p>SELECT DATE MONTH DAY YEAR</p> <p>START: [04] [26] [99]</p> <p>END: [05] [03] [99]</p> </div> <div style="margin-top: 20px;"> <p>SHOW ALL CALLS GET CALLS</p> </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>#</th> <th>LOCATION</th> <th>DATE/TIME</th> <th>DIALED #</th> <th>MIN</th> <th>RATE</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr><td>1</td><td>US-Lakewood, NJ</td><td>Apr-26-99 02:28 PM</td><td>(732)</td><td>2</td><td>0.15</td><td>\$0.30</td></tr> <tr><td>2</td><td>US-Lakewood, NJ</td><td>Apr-27-99 04:24 PM</td><td>(732)</td><td>2</td><td>0.15</td><td>\$0.30</td></tr> <tr><td>3</td><td>China</td><td>Apr-27-99 04:49 PM</td><td>(011)</td><td>1</td><td>0.58</td><td>\$0.58</td></tr> <tr><td>4</td><td>US-Lakewood, NJ</td><td>Apr-27-99 04:49 PM</td><td>(732)</td><td>1</td><td>0.15</td><td>\$0.15</td></tr> <tr><td>5</td><td>US-Lakewood, NJ</td><td>Apr-27-99 08:57 PM</td><td>(732)</td><td>2</td><td>0.10</td><td>\$0.20</td></tr> <tr><td>6</td><td>US-Lakewood, NJ</td><td>Apr-28-99 03:46 PM</td><td>(732)</td><td>1</td><td>0.15</td><td>\$0.15</td></tr> <tr><td>7</td><td>US-Lakewood, NJ</td><td>Apr-28-99 09:29 PM</td><td>(732)</td><td>1</td><td>0.10</td><td>\$0.10</td></tr> <tr><td>8</td><td>Italy</td><td>Apr-28-99 09:30 PM</td><td>(011)</td><td>1</td><td>0.14</td><td>\$0.14</td></tr> <tr><td>9</td><td>US-Ileaneck, NJ</td><td>Apr-29-99 11:09 AM</td><td>(201)</td><td>1</td><td>0.15</td><td>\$0.15</td></tr> <tr><td>10</td><td>Italy</td><td>Apr-29-99 02:04 PM</td><td>(011)</td><td>1</td><td>0.14</td><td>\$0.14</td></tr> <tr><td>11</td><td>US-Lakewood, NJ</td><td>Apr-29-99 06:58 PM</td><td>(732)</td><td>2</td><td>0.10</td><td>\$0.20</td></tr> <tr><td>12</td><td>US-Lakewood, NJ</td><td>Apr-30-99 12:16 PM</td><td>(732)</td><td>1</td><td>0.15</td><td>\$0.15</td></tr> <tr><td>13</td><td>United Kingdom</td><td>May-03-99 10:18 AM</td><td>(011)</td><td>1</td><td>0.10</td><td>\$0.10</td></tr> <tr><td>14</td><td>US-Lakewood, NJ</td><td>May-03-99 05:36 PM</td><td>(732)</td><td>2</td><td>0.15</td><td>\$0.30</td></tr> </tbody> </table>	Account:	5403-6886-7406	Total Calls:	14	Total Minutes:	19	Total Amount:	\$2.96	#	LOCATION	DATE/TIME	DIALED #	MIN	RATE	AMOUNT	1	US-Lakewood, NJ	Apr-26-99 02:28 PM	(732)	2	0.15	\$0.30	2	US-Lakewood, NJ	Apr-27-99 04:24 PM	(732)	2	0.15	\$0.30	3	China	Apr-27-99 04:49 PM	(011)	1	0.58	\$0.58	4	US-Lakewood, NJ	Apr-27-99 04:49 PM	(732)	1	0.15	\$0.15	5	US-Lakewood, NJ	Apr-27-99 08:57 PM	(732)	2	0.10	\$0.20	6	US-Lakewood, NJ	Apr-28-99 03:46 PM	(732)	1	0.15	\$0.15	7	US-Lakewood, NJ	Apr-28-99 09:29 PM	(732)	1	0.10	\$0.10	8	Italy	Apr-28-99 09:30 PM	(011)	1	0.14	\$0.14	9	US-Ileaneck, NJ	Apr-29-99 11:09 AM	(201)	1	0.15	\$0.15	10	Italy	Apr-29-99 02:04 PM	(011)	1	0.14	\$0.14	11	US-Lakewood, NJ	Apr-29-99 06:58 PM	(732)	2	0.10	\$0.20	12	US-Lakewood, NJ	Apr-30-99 12:16 PM	(732)	1	0.15	\$0.15	13	United Kingdom	May-03-99 10:18 AM	(011)	1	0.10	\$0.10	14	US-Lakewood, NJ	May-03-99 05:36 PM	(732)	2	0.15	\$0.30
Account:	5403-6886-7406																																																																																																																		
Total Calls:	14																																																																																																																		
Total Minutes:	19																																																																																																																		
Total Amount:	\$2.96																																																																																																																		
#	LOCATION	DATE/TIME	DIALED #	MIN	RATE	AMOUNT																																																																																																													
1	US-Lakewood, NJ	Apr-26-99 02:28 PM	(732)	2	0.15	\$0.30																																																																																																													
2	US-Lakewood, NJ	Apr-27-99 04:24 PM	(732)	2	0.15	\$0.30																																																																																																													
3	China	Apr-27-99 04:49 PM	(011)	1	0.58	\$0.58																																																																																																													
4	US-Lakewood, NJ	Apr-27-99 04:49 PM	(732)	1	0.15	\$0.15																																																																																																													
5	US-Lakewood, NJ	Apr-27-99 08:57 PM	(732)	2	0.10	\$0.20																																																																																																													
6	US-Lakewood, NJ	Apr-28-99 03:46 PM	(732)	1	0.15	\$0.15																																																																																																													
7	US-Lakewood, NJ	Apr-28-99 09:29 PM	(732)	1	0.10	\$0.10																																																																																																													
8	Italy	Apr-28-99 09:30 PM	(011)	1	0.14	\$0.14																																																																																																													
9	US-Ileaneck, NJ	Apr-29-99 11:09 AM	(201)	1	0.15	\$0.15																																																																																																													
10	Italy	Apr-29-99 02:04 PM	(011)	1	0.14	\$0.14																																																																																																													
11	US-Lakewood, NJ	Apr-29-99 06:58 PM	(732)	2	0.10	\$0.20																																																																																																													
12	US-Lakewood, NJ	Apr-30-99 12:16 PM	(732)	1	0.15	\$0.15																																																																																																													
13	United Kingdom	May-03-99 10:18 AM	(011)	1	0.10	\$0.10																																																																																																													
14	US-Lakewood, NJ	May-03-99 05:36 PM	(732)	2	0.15	\$0.30																																																																																																													

CUSTOMER - NET2PHONE EXPLORER	
<p>FILE ACTIONS VIEW FRAUD MAINTENANCE EMAIL WINDOW REPORTS HELP</p> <hr/> <div style="display: flex; justify-content: space-between; align-items: center;"> </div>	<div style="float: right; text-align: right; margin-bottom: 10px;">04019901</div> <div style="clear: both;"></div> <div style="margin-top: 20px;"> <p>SEARCH SERVICE ACCT <input type="text"/></p> <p>CUSTOMER ID <input type="text" value="1143325"/></p> <p>FIRST NAME <input type="text" value="JEFF"/></p> <p>ADDRESS 1 <input type="text"/></p> <p>ADDRESS 2 <input type="text"/></p> <p>ZIP <input type="text" value="08701"/></p> <p>STATE <input type="text" value="NJ"/></p> <p>HOME PHONE <input type="text"/></p> <p>WORK PHONE <input type="text"/></p> <p>EMAIL <input type="text" value="JEFF"/> SPAM <input type="text"/></p> </div> <div style="margin-top: 20px;"> <p>SERVICE <input type="text"/></p> <p>GROUP <input type="text"/></p> <p>LAST NAME <input type="text" value="GOLDBERG"/></p> <p>ADDRESS MATCH <input type="text" value="NOT DONE"/></p> <p>CITY <input type="text" value="LAKEWOOD"/></p> <p>COUNTRY <input type="text" value="USA"/></p> <p>FAX <input type="text"/></p> <p>CONTACT PHONE <input type="text"/></p> <p>COMPANY <input type="text"/></p> </div>

NOTES	SERVICES	SETTINGS	FINANCIALS	LIMITS																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">REP</th> <th style="width: 20%;">NOTES</th> <th style="width: 15%;">DATE</th> <th style="width: 15%;">TIME</th> </tr> </thead> <tbody> <tr> <td>JEFFG</td> <td>viewed</td> <td>05/04/99</td> <td>05:52:27p</td> </tr> <tr> <td>DFORMAN</td> <td>viewed</td> <td>05/04/99</td> <td>04:40:03p</td> </tr> <tr> <td>ALOREN</td> <td>viewed</td> <td>04/16/99</td> <td>02:52:33p</td> </tr> </tbody> </table>					REP	NOTES	DATE	TIME	JEFFG	viewed	05/04/99	05:52:27p	DFORMAN	viewed	05/04/99	04:40:03p	ALOREN	viewed	04/16/99	02:52:33p
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				<input type="button" value="ADD NOTE"/> <input type="button" value="ZOOM/EDIT"/> 																

3 NOTE(S) FOUND 5:53:06 PM

FIG. 20C